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PART-IIA

**GOVERNMENT OF MEGHALAYA
URBAN AFFAIRS DEPARTMENT
ORDERS BY THE GOVERNOR**

NOTIFICATIONS

The, 31st March, 2012.

No.UAU.211/2010/127. - In interest of public service the Government of Meghalaya hereby notifies the existing service level standards and targets for the next financial year to improve the Water Supply, Solid Waste Management, Sewage Management and Storm Water Drainage services for the Municipal Boards in Meghalaya are as follows:

SERVICE LEVEL BENCHMARKING
SHILLONG MUNICIPAL BOARD

Sl. No.	Indicator	Unit	Present State	Target FY 2012- 13
1	2	3	4	5
Water Supply				
1	Coverage of Water Supply connections	%	87	98.5
2	Per Capita Water Supply	LPCD	101	135
3	Extent of metering	%	10	25
4	Non-revenue Water	%		
5	Continuity of Water Supply	Hrs/Day	4	4
6	Water Supply Quality	%	85	85
7	Redressal Efficiency of Customer Complaints	%	95	100
8	Cost Recovery	%	65	85
9	Collection Efficiency	%	90	100
Solid Waste Management				
1	House level coverage of SWM services through door-to-door collection of waste	%	50	70
2	Collection Efficiency	%	80	95
3	Extent of segregation of waste	%	10	25
4	Extent of recovery of waste collected	%	15	25
5	Extent of scientific disposal of waste at landfill sites	%	10	25
6	Efficiency in redressal of customer complaints	%	75	90
7	Extent of cost recovery of ULB in SWM service	%	65	75
8	Efficiency in collection of SWM charges	%	70	80
Sewage Management (Sewerage and Sanitation)				
1	Coverage of toilets	%	98	100
2	Coverage of Sewage Network service	%	Nil	5
Storm Water Drainage				
1	Coverage of Storm Water Drainage Network	%	85	95
2	Aggregate No. of incidents of water logging reported in a year	%	2	2


P. NAIK,
 Principal Secretary
 Urban Affairs Department.

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SERVICE LEVEL BENCHMARKING

TURA MUNICIPAL BOARD

Sl. No.	Indicator	Unit	Present State	Target FY 2012- 13
1	2	3	4	5
Water Supply				
1	Coverage of Water Supply connections	%	71	75
2	Per Capita Water Supply	LPCD	85	135
3	Extent of metering	%	0	0
4	Non-revenue Water	%	50	60
5	Continuity of Water Supply	Hrs/Day	2.5	4
6	Water Supply Quality	%	0	0
7	Redressal Efficiency of Customer Complaints	%	60	65
8	Cost Recovery	%	8	8
9	Collection Efficiency	%	7	8
Solid Waste Management				
1	House level coverage of SWM services through door-to-door collection of waste	%	8	8
2	Collection Efficiency	%	56	60
3	Extent of segregation of waste	%	55	70
4	Extent of recovery of waste collected	%	0	0
5	Extent of scientific disposal of waste at landfill sites	%	0	0
6	Efficiency in redressal of customer complaints	%	76	80
7	Extent of cost recovery of ULB in SWM service	%	20	25
8	Efficiency in collection of SWM charges	%	50	55
Sewage Management (Sewerage and Sanitation)				
1	Coverage of toilets	%	64.5	75
2	Coverage of Sewage Network service	%	Nil	Nil
Storm Water Drainage				
1	Coverage of Storm Water Drainage Network	%	53.5	55
2	Aggregate No. of incidents of water logging reported in a year	%	0	0

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SERVICE LEVEL BENCHMARKING

WILLIAMNAGAR MUNICIPAL BOARD

Sl. No.	Indicator	Unit	Present State	Target FY 2012- 13
1	2	3	4	5
Water Supply				
1	Coverage of Water Supply connections	%	30	34
2	Per Capita Water Supply	LPCD	55	75
3	Extent of metering	%	0	0
4	Non-revenue Water	%	66	80
5	Continuity of Water Supply	Hrs/Day	2	2
6	Water Supply Quality	%	0	0
7	Redressal Efficiency of Customer Complaints	%	NA	NA
8	Cost Recovery	%	15	20
9	Collection Efficiency	%	NA	NA
Solid Waste Management				
1	House level coverage of SWM services through door-to-door collection of waste	%	0	0
2	Collection Efficiency	%	32	45
3	Extent of segregation of waste	%	0	0
4	Extent of recovery of waste collected	%	0	0
5	Extent of scientific disposal of waste at landfill sites	%	0	0
6	Efficiency in redressal of customer complaints	%	40	40
7	Extent of cost recovery of ULB in SWM service	%	0	0
8	Efficiency in collection of SWM charges	%	0	0
Sewage Management (Sewerage and Sanitation)				
1	Coverage of toilets	%	77	80
2	Coverage of Sewage Network service	%	Nil	Nil
Storm Water Drainage				
1	Coverage of Storm Water Drainage Network	%	11	13
2	Aggregate No. of incidents of water logging reported in a year	%	10	10

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**SERVICE LEVEL BENCHMARKING
BAGHMARA MUNICIPAL BOARD**

Sl. No.	Indicator	Unit	Present State	Target FY 2012- 13
1	2	3	4	5
Water Supply				
1	Coverage of Water Supply connections	%	16	22
2	Per Capita Water Supply	LPCD	78	90
3	Extent of metering	%	0	0
4	Non-revenue Water	%	68	80
5	Continuity of Water Supply	Hrs/Day	2	2
6	Water Supply Quality	%	0	0
7	Redressal Efficiency of Customer Complaints	%	NA	NA
8	Cost Recovery	%	5	5
9	Collection Efficiency	%	3	5
Solid Waste Management				
1	House level coverage of SWM services through door-to-door collection of waste	%	0	0
2	Collection Efficiency	%	10	10
3	Extent of segregation of waste	%	0	0
4	Extent of recovery of waste collected	%	0	0
5	Extent of scientific disposal of waste at landfill sites	%	0	0
6	Efficiency in redressal of customer complaints	%	5	5
7	Extent of cost recovery of ULB in SWM service	%	0	0
8	Efficiency in collection of SWM charges	%	0	0
Sewage Management (Sewerage and Sanitation)				
1	Coverage of toilets	%	70	75
2	Coverage of Sewage Network service	%	Nil	Nil
Storm Water Drainage				
1	Coverage of Storm Water Drainage Network	%	16	20
2	Aggregate No. of incidents of water logging reported in a year	%	3	3



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**SERVICE LEVEL BENCHMARKING
RESUBELPARA MUNICIPAL BOARD**

Sl. No.	Indicator	Unit	Present State	Target FY 2012- 13
1	2	3	4	5
Water Supply				
1	Coverage of Water Supply connections	%	52	60
2	Per Capita Water Supply	LPCD	65	75
3	Extent of metering	%	0	0
4	Non-revenue Water	%	75	80
5	Continuity of Water Supply	Hrs/Day	3.5	4
6	Water Supply Quality	%	NA	NA
7	Redressal Efficiency of Customer Complaints	%	70	75
8	Cost Recovery	%	0	0
9	Collection Efficiency	%	0	0
Solid Waste Management				
1	House level coverage of SWM services through door-to-door collection of waste	%	0	0
2	Collection Efficiency	%	57	60
3	Extent of segregation of waste	%	0	0
4	Extent of recovery of waste collected	%	0	0
5	Extent of scientific disposal of waste at landfill sites	%	0	0
6	Efficiency in redressal of customer complaints	%	45	45
7	Extent of cost recovery of ULB in SWM service	%	0	0
8	Efficiency in collection of SWM charges	%	0	0
Sewage Management (Sewerage and Sanitation)				
1	Coverage of toilets	%	71	75
2	Coverage of Sewage Network service	%	Nil	Nil
Storm Water Drainage				
1	Coverage of Storm Water Drainage Network	%	11	15
2	Aggregate No. of incidents of water logging reported in a year	%	Nil	Nil

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SERVICE LEVEL BENCHMARKING

JOWAI MUNICIPAL BOARD

Sl. No.	Indicator	Unit	Present State	Target FY 2012- 13
1	2	3	4	5
Water Supply				
1	Coverage of Water Supply connections	%	58	60.5
2	Per Capita Water Supply	LPCD	60	90
3	Extent of metering	%	0	0
4	Non-revenue Water	%	15	20
5	Continuity of Water Supply	Hrs/Day	1	2
6	Water Supply Quality	%	57	60
7	Redressal Efficiency of Customer Complaints	%	50	50
8	Cost Recovery	%	10	20
9	Collection Efficiency	%	63	70
Solid Waste Management				
1	House level coverage of SWM services through door-to-door collection of waste	%	12.5	20
2	Collection Efficiency	%	70	70
3	Extent of segregation of waste	%	Nil	Nil
4	Extent of recovery of waste collected	%	Nil	Nil
5	Extent of scientific disposal of waste at landfill sites	%	Nil	Nil
6	Efficiency in redressal of customer complaints	%	50	55
7	Extent of cost recovery of ULB in SWM service	%	5	5
8	Efficiency in collection of SWM charges	%	60	65
Sewage Management (Sewerage and Sanitation)				
1	Coverage of toilets	%	90	96
2	Coverage of Sewage Network service	%	Nil	Nil
Storm Water Drainage				
1	Coverage of Storm Water Drainage Network	%	61	65
2	Aggregate No. of incidents of water logging reported in a year	%	Nil	Nil

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